

CERTIFICATE OF MAILING UNDER 37 CFR §1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450
 On the below date:
 Date: November 20, 2007 Name: Vincent J. Gnoffo, Reg. No. 44,714 Signature: *Vincent J. Gnoffo*

for 3629
BRINKS
HOFER
GILSON
& LIONE

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appln. of: Riley et al.

Appln. No.: 10/029,769

Filed: October 19, 2001

For: Method for Implementing Service Desk
Capability

Docket No: 10022/178

Examiner: Tan D Nguyen

Art Unit: 3629

Conf. No.: 4749

TRANSMITTAL

Mail Stop Amendment
 Commissioner for Patents
 P. O. Box 1450
 Alexandria, VA 22313-1450

Sir:

Attached is/are:

- Transmittal Cover Letter (1p. Filed in Dup.); Amendment C (20pp.); and
 Return Receipt Postcard.

Fee Calculation:

- No additional fee is required.
 Small Entity.
 An extension fee in an amount of \$ _____ for a _____-month extension of time under 37 CFR § 1.136(a).
 A petition or processing fee in an amount of \$ _____ under 37 CFR § 1.17(______).
 An additional filing fee has been calculated as shown below:

	Claims Remaining After Amendment	Highest No. Previously Paid For	Present Extra	Small Entity		Not a Small Entity	
				Rate	Add'l Fee	OR	Rate
Total	65	Minus 67		x \$25=		x \$50=	
Indep.	5	Minus 5		x 105=		x \$210=	
First Presentation of Multiple Dep. Claim				+\$185=		+ \$370=	
				Total	\$	Total	\$

Fee Payment:

- A check in the amount of \$ _____ is enclosed.
 Payment by credit card in the amount of \$ _____ (Form PTO-2038 is attached).
 Please charge Deposit Account No. 23-1925 in the amount of \$ _____ for _____.
 A copy of this Transmittal is enclosed for this purpose.
 The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including any extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925. A copy of this Transmittal is enclosed for this purpose.

Respectfully submitted,

Vincent J. Gnoffo
 Vincent J. Gnoffo (Reg. No. 44,714)

November 20, 2007

Date

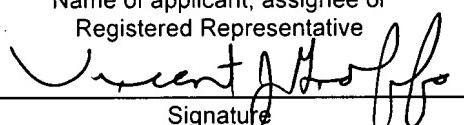
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Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450
On November 20, 2007

Date of Deposit

Vincent J. Gnoffo, Reg. No. 44,714

Name of applicant, assignee or
Registered Representative



Signature
November 20, 2007

Date of Signature



Our Case No. 10022/178

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
Riley, et al.)	
Serial No. 10/029,769)	Examiner: Tan D. Nguyen
Filing Date: October 19, 2001)	Group Art Unit No.: 3629
For METHOD FOR IMPLEMENTING SERVICE DESK CAPABILITY)	Confirmation No. 4749

AMENDMENT C

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated August 23, 2007, please enter the following amendments and consider the following remarks.

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 15 of this paper.